

Major Employer Attracted by Boucher Brings New Jobs to Scott County (July 7, 2006)

Statement of Congressman Rick Boucher

Results Duffield New Insurance Jobs

July 7, 2006

Weber City, Virginia

I am pleased today to announce the creation of 75 additional jobs that offer a unique employment and professional development opportunity for the citizens of Scott County and the region. Today's announcement marks another significant success for our Showcasing Southwest Virginia Program in our effort to attract top-tier companies to the region and create new employment opportunities for area residents.

In March of this year we gathered at Results Duffield, located in the Pioneer Center, to officially open a new customer support center operated by Results and serving customers of Motorola. My office had worked closely with Results, one of the top ten companies in the financial services sector of the teleservices industry serving Fortune 500 clients, to assist in the location of the center in Duffield. The long range goal for the center was to employ up to 125 customer service agents providing support to Motorola, as well as to other clients of the Results Network. Currently there are approximately 60 trained employees working at the center, and Results will begin training 25 additional employees for Motorola positions this month.

Today we are announcing the addition of a second Results client in the center in Duffield that will add 75 jobs, bringing the total employment to 45 more than originally anticipated.

The new employees to be hired will be trained as customer service representatives who will provide support services for a major healthcare insurance company dedicated to government-sponsored health plans such as Medicare, Medicaid, State Children's Health Insurance Programs and others. The new client has recently signed a contract with Results to provide customer service for its network of 25,000 physicians and nearly 50,000 pharmacies, serving 750,000 members in seven states. These customer service representatives will be providing a service unique to our region at a higher level of pay than is traditionally expected in the customer service industry. They will be trained and certified as Licensed Insurance Agents and will handle inbound calls from the customers of the client. Hiring commenced this month, and the first 50 employees will begin training on July 31.

In order to assist the employees in preparing for and completing the certification process required to become licensed insurance agents, Results will provide approximately 4 weeks of training. Results will also pay the cost for each qualified employee to take the certification test, as well as the cost of the state licensing fees for those who pass the test, for a total of as much as \$5,000 per agent. The company is prepared to make this very significant investment in its employees, who will derive the professional benefit of becoming Licensed Insurance Agents at no cost to themselves.

Results is seeking individuals with strong computer skills and an associates or high school degree. Employees who

successfully complete the training and licensing portion of their employment will receive a monetary bonus and an immediate pay increase. The position of Licensed Insurance Agent will pay in excess of ten dollars an hour and will offer a benefits package which includes major health and dental insurance.

This is a unique and compelling employment opportunity. I urge job seekers in Scott, Lee, and Wise Counties who are interested in applying for these positions to attend the job fair scheduled for July 13 from 12 pm until 7 pm at Results-Duffield, located in the Pioneer Center in Duffield, or to contact the Norton VEC office at 276 679-9413.

I am pleased that Results continues to recognize the outstanding workforce available to them in Scott County and Southwest Virginia, and I anticipate that our partnership with this excellent company will result in additional facilities located elsewhere in Southwest Virginia in the year ahead.

I want to recognize several key individuals and organizations that have played a key role in the success we are announcing today. First, Scott County Economic Development Authority Director John Kilgore has worked tirelessly to assist Results Duffield in launching operations in the Pioneer Center. The Scott County Board of Supervisors and the Virginia Tobacco Commission provided the funding required to prepare the building as a customer service center, and I want to express my appreciation to them for their commitment to economic development in Scott County.

I also want to express my appreciation to Lea Loftly, Project Manager with Virginia Workforce Services, for her excellent work assisting the company in the hiring and training of the new employees for this center and to Gary Hale and the staff of the Norton VEC Office for their strong support of Results Duffield.

The Virginia Coalfield Economic Development Authority has provided financial support for the creation of these additional jobs, and we deeply appreciate the outstanding efforts of Acting Executive Director Jonathan Belcher and the fine VCEDA staff.

My Chief of Staff, Becky Coleman, directs my Showcasing Southwest Virginia program, and I want to thank her for the hundreds of hours she has successfully invested in introducing the Results Company to Southwest Virginia and for her continued work with the company as new Results clients are brought to Scott and Lee Counties. Largely due to Becky's work, we anticipate making additional announcements later this year of new jobs arriving in the region in additional Results centers.

Finally, let me recognize and thank the key individuals whose confidence in our region has made this announcement possible: Alec Brecker, President of Results Global Services, and Mike Kosla, Call Center Director for the Southwest Virginia region. We appreciate your bringing these new jobs to Scott County, and we pledge our full and ongoing support to assuring your success in our region.

I will now turn the podium over to Alec Brecker for a more in depth explanation of the jobs being offered.

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Bristol Herald Courier Article